

IHSS/Public Authority PROVIDER HANDBOOK

Revised August 2015

Placer County
In-Home Supportive Services
Public Authority
11512 B Avenue
Auburn, CA 95603

(530) 886-3680
(530) 886-3690 fax
www.placer.ca.gov

RESOURCES

AIDS Hotline (USA) & CA.....	(800) 367-2437
Alzheimer's Association	(800) 272-3900
American Cancer Society.....	(916) 446-7933
American Diabetes Association – Western Region.....	(916) 924-3232
American Foundation for the Blind	(800) 232-5463
American Heart Association (Sacramento)	(916) 446-6505
American Red Cross – Placer District.....	(530) 885-9392
Americans with Disabilities Act.....	(800) 514-0301
Auburn Transit.....	(530) 906-3700
California Hospice & Palliative Care Association	(916) 925-3770
Dial – A – Ride	(530) 889-2342
Door – To – Door Rides (60 or over; or disabled)	(530) 889-9500
Health Express (medical appointments only)	(530) 889-9500
IHSS Office.....	(530) 889-7261
Information & Assistance.....	(800) 878-9222
Lifeline-Sutter Auburn Faith Hospital	(530) 888-4556
Meals on Wheels.....	(530) 889-9500
Medi-Cal - Auburn	(530) 889-7610
Medi-Cal - Roseville	(916) 784-6000
Medi-Cal - Toll Free Number (ask for extension 7111)	(800) 889-7610
Placer County Transit.....	(530) 885-2877
Roseville Transit.....	(916) 774-5757
Placer Independent Resource Services (PIRS)	(530) 885-6100
Public Authority Registry	(530) 886-3680
Seniors First/Senior Link	(530) 889-9500
Shield Healthcare (Home Care Supplies)	(800) 675-8841
Suicide Prevention (National Crisis Line).....	(800) 784-2433
Toxic Substances Control	(800) 728-6942
Veterans' Assistance (Benefits Information)	(800) 827-1000



A MESSAGE FROM THE PUBLIC AUTHORITY MANAGER

Dear Provider;

Welcome to the Placer County In-Home Supportive Services (IHSS). IHSS is a program that provides domestic and personal care to individuals who are elderly, disabled, or blind.

Your job as a provider is one that is vitally important. Your help makes it possible for those needing assistance to remain in their own homes, living as independently as possible. Your job will be challenging but it will also be rewarding. You will be assisting people with daily tasks that most of us take for granted but that some people cannot do without the help you will be providing.

The IHSS system is complex and will take some time to learn. This Provider Handbook is our attempt to support you with information about the IHSS/Public Authority program and its policies and procedures. We hope you will find it useful.

Please review this information carefully. You will be asked to sign the Signature Page at the end of this handbook and return it to Public Authority staff. Please feel free to call the Public Authority at 530-886-3680 should you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Cyndy Bigbee". The signature is written in a cursive, flowing style.

Cyndy Bigbee, MSW
IHSS/Public Authority Program Manager

IHSS/PUBLIC AUTHORITY PROVIDER HANDBOOK

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KEY PHONE NUMBERS

Emergency911
IHSS/PA Call Center (530) 889-7115
Public Authority (530) 886-3680
IHSS Enrollment..... (916) 787-8860
IHSS Payroll Unit (916) 872-6555
Timesheet Processing Facility/Direct Deposit (866) 376-7066
Placer County Worker's Comp Liaison..... (530) 886-3680
Placer County Fraud Investigations (916) 784-6180
Union – Domestic Workers of America..... (916) 751-2450
800 Sunrise Ave., Roseville, CA 95661

To report suspected abuse of a elderly person, or dependent person:
PLACER COUNTY INTAKE (Adult Protective Services) (916) 787-8860
OR (888) 886-5401

To report suspected abuse of a child:
CHILD PROTECTIVE SERVICES (916) 872-6549
OR (888) 293-1940

PUBLIC AUTHORITY MISSION STATEMENT

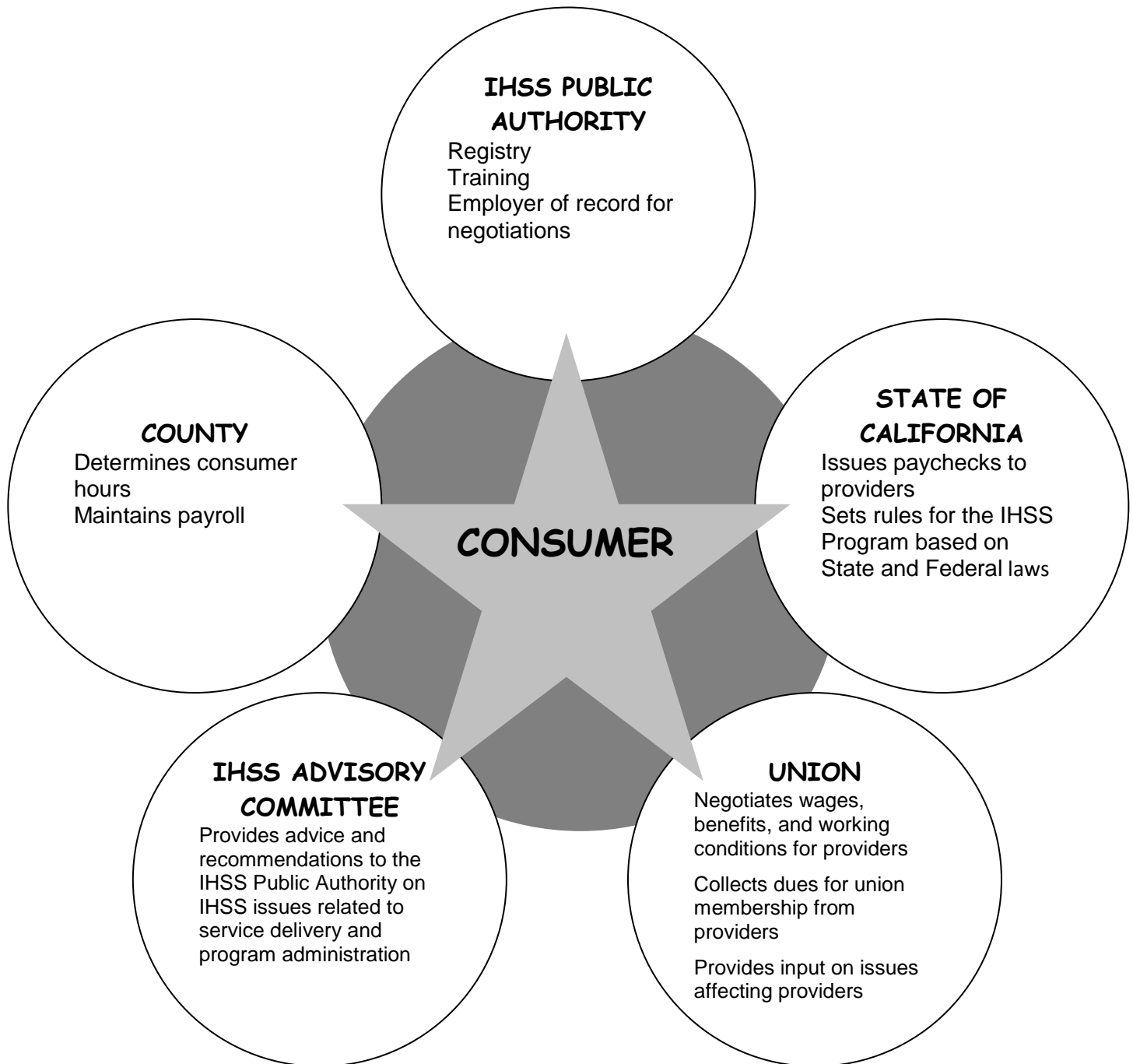
The mission of the Public Authority is to enhance the availability and quality of IHSS; to give consumers and providers a voice in the IHSS and Public Authority programs, through the IHSS Advisory Committee; to provide consumers with access to IHSS providers who meet consumers' service needs; and, to provide services that support a positive and productive relationship between the consumer and provider.

UNDERSTANDING IN-HOME SUPPORTIVE SERVICES (IHSS)

The In-Home Supportive Services program (IHSS) allows low-income elderly, blind or disabled people to hire someone to help them with housework, meal preparation, and personal care. With help, people who receive IHSS can remain safely in their own home and do not need to move into a care facility or institution. The IHSS program is supported by Federal, State and County funding and operated by Placer County. These funds are used to pay homecare providers to provide specific services. The county authorizes services for someone who they determine is eligible to receive IHSS. IHSS pays providers to provide personal care and domestic tasks. Unfortunately, IHSS cannot pay for all the things that are necessary for some to live independently in their own home. IHSS is based on safety and not comfort.

IHSS DIAGRAM

The diagram below illustrates the relationship between the provider and the assisting agencies.



IHSS PROVIDER RIGHTS AND RESPONSIBILITIES

1. All IHSS providers are required to have a Live Scan Fingerprint Clearance and background check through the Department of Justice. The Live Scan needs to be completed as soon as possible, as providers cannot be paid for their services until they have cleared their Live Scan. Providers who want to be listed with our Registry cannot be listed until their Live Scan has cleared.
2. All IHSS providers are required to attend an orientation regarding IHSS and Public Authority policies and procedures, according to California State regulations. Providers cannot be listed with the Registry until they attend an orientation.
3. The provider has the right to expect training opportunities.
4. The provider has the right to not return to work if there is a dangerous environment.
5. The provider has the responsibility to be dependable – to arrive on time and ready to work. Notify the consumer as soon as possible when you are going to be late.
6. The provider has a right to understand the IHSS work assignment and receive fair, respectful treatment. It is the providers' responsibility to provide reliable, safe, high quality services as directed by the consumer and authorized by the IHSS caseworker. Provide the same quality of work you would expect if you were the consumer.
7. The provider has the responsibility to respect the consumer's dignity, privacy, property, religion, and culture. Never verbally, physically, or sexually harass the consumer. Never take anyone else to work with you, such as a child, a relative, a friend, pets, and so on. Please make arrangements for your child/pet care needs prior to beginning employment. Also, as a general practice, the provider should not divulge his/her own personal problems to the consumer. Keep your relationship with your consumer professional.
8. The provider should not take personal phone calls while on the job unless the call is urgent or an emergency. It is especially important that providers understand that talking on the phone while transporting a consumer, without a hands-free device is extremely dangerous and against the law. Never text while driving either.
9. The provider is required to report suspected abuse of a child, dependent person, elderly person, or disabled person.
10. The consumer should inform the Public Authority when he/she has hired a care provider, however, this does not always happen. Therefore, ***the provider should also inform the Public Authority*** when he/she has been hired by a consumer to insure that the enrollment process is started immediately.
11. The provider has the responsibility to inform the IHSS case worker of any changes in the consumer's health, abilities, environment, or service needs.
12. The provider is not authorized to provide services for the consumer if the consumer is in a hospital, skilled nursing facility (SNF), on vacation, or otherwise away from the home. ***Furthermore, it is the providers' responsibility to inform the Public Authority when they resume working for a consumer who has been on vacation, in a SNF, or away from the home.***
13. As a courtesy, please give your consumer a two week notice if quitting. **Registry providers are required to give consumers a two week notice.**

IHSS CONSUMER RIGHTS AND RESPONSIBILITIES

1. The consumer is the employer of the provider for the purposes of screening, hiring, supervising, training, and, if necessary, firing the provider.
2. The consumer has the right to ask the IHSS caseworker for a reassessment of hours if his/her condition changes.
3. The consumer has the right to appeal any decision by the IHSS program that she/he does not agree with.
4. The consumer is responsible for letting the Public Authority know when a provider is hired or fired.
5. The consumer is responsible for keeping a record of the hours worked by each provider and is required by law to sign the providers' completed time card for all authorized hours the provider worked.
6. The consumer is responsible for informing their IHSS caseworker, the Public Authority, and their care provider when they are in the hospital, on vacation, or otherwise out of their home for any extended period of time.
7. The consumer is responsible for letting the Public Authority know when a provider's employment is terminated.
8. The consumer has the responsibility to be clear and *reasonable* about what is expected (authorized IHSS duties only), to be consistent, fair, and patient, and to *give praise* as well as *constructive criticism*.
9. The consumer is expected to abide by non-discrimination policies on the basis of race, religion, gender, age, or disability.
10. The consumer and the provider have the responsibility to let the Public Authority know immediately if the provider is injured on the job.
11. As a courtesy, the consumer is expected to give the provider a two week notice if they decide to terminate the provider's employment.

FIRST DAYS ON THE JOB

Learning on the Job: Try to develop a work schedule or a task checklist to clarify what work must be done, when it must be done, and how to perform the tasks. A posted checklist may help you learn the steps or procedures.

- The consumer will need to find out what you already know and what instruction you require. Some people will want things done in a very particular way; others are flexible about how things can be done. Plan your work to make the most of the time allowed.
- Go over any medical problems, allergies, and/or special diets the consumer may have. If the consumer has a disability, ask for an explanation and if there is anything that should be done in a certain way. Assist the consumer to maintain or increase self-sufficiency.
- Ask the consumer to post a list of phone numbers for doctors, clinics, therapists, social workers, relatives, or friends to call in an emergency.
- Have the consumer's address readily available in case of emergency to call 9-1-1.
- Make a list of any medications, including the schedule and amount, if you are to help with medications under the supervision of a health care professional.

- Wear clean, comfortable clothing. Many consumers prefer that you do not wear a uniform since that may be associated with hospital employees.
- Do not bring a large backpack, purse, or other bag to work as it might cause concern about possible theft.
- Do not take anyone else to work with you, such as a child, a relative, a friend, or any pets. Please make arrangements for your child/pet care needs prior to beginning employment.
- Talk with the consumer about how to get out of the house in case of emergency.
- The IHSS program can only pay for a limited range of tasks; the consumer should not ask you to help with tasks not covered by the IHSS program. It also puts you at risk because providers are not covered by Workers' Compensation Insurance if you are hurt while doing unauthorized work.

Handling Money: Providers are frequently asked to shop for consumers. This involves spending the consumer's money and returning change from the purchases. You can protect yourself and maintain the consumer's trust by following these steps:

- If asked to take money from the consumer's wallet or purse, insist that the consumer watch you.
- Ask the consumer to verify the amount of money you are taking and record the amount in a logbook, on a note, or on the shopping list. The logbook offers a more permanent record.
- Count the change back and ask the consumer to initial the receipt when you return.
- ***Do not loan money to the consumer.***
- ***Do not borrow money from the consumer, even if they offer it.***
- ***Do not do your own grocery shopping while on the job.***
- Never ask the consumer to contribute to anything, join anything, or buy anything.

Taking Care of You: Home care work is vitally important but can also be very tiring. Try to maintain a positive attitude.

- Talk about problems with the consumer *before* they get serious.
- Take breaks if you are working several hours (do not claim the time).
- Stay in good health, eat a nutritious diet, and get sufficient sleep.
- Verify with the Public Authority if you are unsure of the consumer's approved tasks.

UNAUTHORIZED SERVICES

The following services are **not** covered by IHSS. Consumers should **not** ask their providers to perform these services. *The State will not pay for the time spent in performing these services and the provider is not protected by Workers' Compensation for any injury that might result from performing them.*

IHSS does not pay for the following services:

- Companion Services (such as sitting with consumer to read or visit only)
- Feeding, washing, cleaning up after, or exercising a pet (this includes service animals)
- Moving or lifting heavy furniture, mattresses, boxes, etc.
- Paying bills
- Cleaning/shampooing carpets or rugs.
- Washing down or completely rearranging cupboards; washing walls or window coverings.
- Deep cleaning ovens.
- Watering plants, mowing the lawn, gardening, or yard clean-up
- Weekly ironing, beyond just a few items.
- Cleaning the house while the consumer is in the hospital, skilled nursing facility, on vacation, or otherwise away from the home.
- Cooking or cleaning for other family members in the home unless they are also on IHSS **and** the caregiver is also enrolled as that consumer's care provider.
- Cooking or cleaning for family or friends visiting the consumer's home.
- Transportation to do bill paying, unless it is to deliver a delinquent payment to avoid an eviction or a utility being shut-off.
- Transporting anyone but the consumer.



STANDARD PRECAUTIONS

You should treat every household as though the consumer has an infectious disease and use appropriate standard precautions against infectious disease at all times whether or not there is disclosure of a medical condition.

Many illnesses and diseases may threaten your health, and the health of the consumer. Microorganisms (Germs) such as viruses, parasites, and bacteria can spread disease or illness. Colds, influenza, tuberculosis, blood borne infections, or food related illnesses could be passed through or on the things we touch, eat, absorb, inject, or breathe. Disease prevention experts recommend that you take measures, while giving care to the consumer, that support infection control practices for both you and the consumer. Using Standard Precautions can reduce the risk of contracting or passing infections between consumer and care provider.

Why be concerned about blood or body fluids?

Blood and body fluids can carry infection; some of these infections can be spread to others. Body fluids include, sputum (phlegm), stool, urine, semen, vaginal secretions, or secretions from wounds. Microorganisms are often passed in blood or body fluids between individuals when protective barriers are not used.

When to wash hands:

- This is the #1 infection control measure every one can take to prevent the spread of germs!
- Before giving personal care (before putting on gloves).
- After giving personal care (after taking off gloves)
- After using the bathroom.
- Before preparing food.
- After handling raw meat.
- After cleaning soiled items, handling soiled garments.
- After caring for an animal (Although this is not an authorized task, this would still be a standard precaution for pet owners).
- Before you leave your work setting to do errands for consumer or to go home.

What is a barrier and why gloves?

Disposable gloves and plastic aprons are barriers and can prevent the caregiver from coming into contact with potentially infected secretions, fluids, or blood. Gloves also protect the consumer from any potentially infectious sore or rash the provider might have on their hands.

How to use gloves

- Wash your hands with warm water and soap, suds up and rub for at least 30 seconds, (count to 30 or sing a round of the ABC song to get the time frame).
- Use a nailbrush to get under the fingernails.
- Dry your hands with a paper or dry cloth towel; never use anything damp as it could have germs on it.
- Put gloves on, complete the task, then remove and throw away. NEVER reuse gloves.

Personal Care Safety

Ask the consumer to keep a supply of disposable gloves (vinyl or latex) and disposable plastic aprons for you to use whenever you give personal care, handle body waste, or assist the consumer in caring for a wound.

Try to do those tasks that require gloves all at one time so you don't have to keep changing your gloves. This may not always be practical.

- Wear disposable gloves when there is a chance of being in contact with:
 - Semen,
 - Blood;
 - Vaginal secretions;
 - Mucous membranes;
 - When assisting with toileting/bowel care;
 - Wound secretions;
 - When disposing of sanitary napkins;
 - Handling soiled laundry; or,
 - Assisting with menstrual care.
- Wear disposable gloves if you (the provider) have a wound, a rash, or opening in the skin on your hands.
- Avoid handling sharp objects (such as razors or needles) that might have come in contact with blood or body fluids. Carefully place them in a puncture proof container for disposal.
- Do not eat, drink, apply cosmetics, or handle contact lenses in areas where exposure to blood or other body fluid is possible.
- If you or the consumer is experiencing a cough, be sure to cough into the elbow fold of your arm if possible, or into a tissue. Dispose of the tissue into the garbage, and wash hands.
- Notify those around you if you are ill or have a condition that might be contagious. It is best to try to be replaced for the time of illness to prevent spread of illness.

Food Handling Safety

- Protect yourself and others by not preparing or handling food when you are ill or have open sores on your hands.
- Wash hands prior to and after food preparation.
- Wear gloves if preparing food for others and handling raw items.
- Work on a clean surface.
- Avoid preparing ready to eat food items (such as vegetables) on the same surface as raw meat.
- After preparing raw meat on a cutting board, rinse off meat scraps, wash with hot soapy water, then sanitize it with the bleach and water solution to avoid spreading germs.
- Avoid reusing any plate that had raw meat on it after the item is cooked.
- Cook meat thoroughly.
- Avoid using meat marinade for a sauce, unless the recipe is specific as to how long to cook it to kill microorganisms.

House Hold Safety

- When cleaning around the house for a consumer, wear household rubber gloves when cleaning the bathroom, floors, sinks, or other dirty surfaces. If possible keep bathroom and kitchen gloves separated.
- Use a mild bleach solution (10 parts water to 1 part bleach) to clean up blood or other body fluids.
- Clean up blood or body fluid spills immediately. Use the bleach solution to soak or disinfect possibly contaminated surfaces, linens, clothing, or other objects. (Note; use carefully as bleach can remove color.)
- Wash dishes and utensils in hot, soapy water: Rinse in very hot water and let them air dry.

The United Domestic Workers of America (provider union) offers protective supplies to ALL IHSS care providers. If you are interested, call your local UDW Union office at 916-751-2450 to request supplies.

SAFETY AND ACCIDENT PREVENTION

You can help avoid accidents in the home by doing the following:

- Be cautious when dealing with hazardous materials
- Lift properly
- Avoid wearing open-toe shoes
- Clean up spills immediately to avoid slippery floors
- Keep doorways and walkways clear
- Remove or secure throw rugs that might trip an elderly or disabled person
- Remove sharp or projecting objects
- Eliminate equipment or appliances that are broken or need repair
- Machinery with moving parts
- Rooms and stairs with insufficient lighting
- Lighted cigarettes, candles, fireplaces, gas heaters, or stoves
- Chemicals such as bleach and ammonia, and drain opening materials that can burn skin or eyes and give off toxic fumes
- Electrical cords and overloaded extension cords
- Mixed up medication

WORKERS' COMPENSATION

If you are injured performing a task that has **NOT** been authorized, Worker's Compensation Insurance MAY not cover you.

If you are injured as a provider, **immediately** contact Pauline Moreno with the Public Authority at 530-886-3680. You must report an injury within 24 hours of its occurrence.

IHSS TIMESHEETS

- All IHSS Providers working for consumers must complete (*and clear*) the required Live Scan Fingerprint Clearance and background check through the DOJ, **before they can be eligible to receive a paycheck.** If you fail to do this, **you will not be paid by IHSS.**
- Consumers and providers are responsible for keeping a record of the hours worked by the provider. **Consumers should not, under any circumstances, sign an incomplete or blank timesheet; this is fraud and is punishable by law.** The consumer is **required by law** to sign the provider's **COMPLETED** timesheet for all authorized hours worked.
- Remember that the hours you work are your *consumer's hours*; so be sure that your consumer has written down the same amount of hours that you have. **It is especially important that you take extra care to keep track of your hours when there are more than one care provider working for the same consumer.** **Never ask your consumer to sign an incomplete or blank timesheet; this is fraud and is punishable by law.**

Any hours entered for time not actually worked, asking the consumer to sign a blank timesheet, or altering the timesheet in any way after the consumer has signed it, is considered fraud and is punishable by law.

- The current wage of pay for IHSS providers in Placer County is \$10.50 per hour. All checks are issued from the State Controller's Office in Sacramento and are mailed directly to your mailing address. **CHECKS CANNOT BE PICKED UP AT THE STATE OFFICE.**
- **Direct Deposit** is available to those who wish to have their paychecks directly deposited into their bank accounts. To be eligible for direct deposit, a provider must be on payroll for **90 consecutive days**. The State of California will send an application to the provider at that time. Be advised that if you were eligible for Direct Deposit in another county and then transferred to Placer County, you will have to wait another 90 days to become eligible again. If you have questions regarding direct deposit, or you do not automatically receive your application after working 90 consecutive days, you can call the state office at: 1-866-376-7066. To access the direct deposit form online, go to the CDSS website: **www.dss.cahwnet.gov**; (then click on "Forms/Brochures"; then "forms alphabetical list"; then "Q-T"; then go to form "SOC 829").
- Cash advances are not allowed for IHSS wages.

REMEMBER: YOU WILL NOT RECEIVE TIMESHEETS UNTIL ALL YOUR PAPERWORK HAS BEEN COMPLETED AND RETURNED. ALLOW 3 WEEKS! When all enrollment forms have been properly completed and returned, your information will be entered into IHSS payroll database. The State Department of Social Services requires all social security numbers to be verified.
PLEASE NOTE: Social Security number verifications can take up to 2 to 3 weeks.

COMPLETING YOUR TIMESHEET

Where Timesheets are Processed for Payment:

Timesheets will be processed at a Timesheet Processing Facility (TPF) in Chico, California. **They will NOT be processed at the county IHSS office. You need to mail all New Timesheets to**

**IHSS Timesheet Processing Facility
PO BOX 2380
Chico, CA 95927-2380.**

The envelope you receive with the Timesheet will have the TPF address printed on it. The TPF address is also on the back of the Timesheet if the envelope is lost. **DO NOT** mail or **drop off** the New Timesheet to any county IHSS office; this will cause a **DELAY** in receiving your paycheck.

When to Send Timesheets:

- Send timesheets promptly at the end of each pay period. There are two pay periods each month.
- The first pay period ends on the 15th of the month and the second pay period ends on the last day of the month. If you send your timesheet in early, it will either be rejected for payment or held until the end of the pay period.
- If time is claimed after the date the timesheet is received, it will be rejected for payment. For example, if the timesheet is received at the TPF on the 10th of the month and hours are entered on the timesheet for the 14th of the month, it will be rejected for payment. You will have to get another timesheet from the county IHSS payroll office, fill it out and have it signed, and then send it to the TPF **again**.
- If time is not claimed after the date the timesheet is received it will be held until the end of the pay period to be processed. For example, if the timesheet is received at the TPF on the 10th of the month but no hours are entered on the timesheet after the 10th of the month, the timesheet will be held until the end of the pay period to be processed.
- If you stop working for a recipient, you **MUST immediately** notify the county **IHSS Public Authority** office of your work end date. You may then submit your timesheet at the end of your last work day and it will be processed upon receipt.

What to Send to the Timesheet Processing Facility (TPF):

Send only your timesheet to the Timesheet Processing Facility. Do not send any other documents to the TPF. The TPF will NOT process any other information. If you or your recipient sends other information it will DELAY the county receiving this information. If you have other information to report to the IHSS program, send it to the county IHSS office –Do not mail it to the TPF

How to Claim Your Worked Time:

On the new timesheet, you will write the time you worked in hours and minutes each day. For example, if you work 4 hours and 45 minutes, you would enter 4 in the “Hours” boxes and 45 in the “Minutes” boxes.

If too many of the recipient’s authorized hours are used during the first pay period, their needs may not get met during the rest of the month. Timesheets claiming too many hours in the first pay period will be reviewed and you or the recipient you work for may be contacted to discuss the hours being claimed. This may **DELAY your paycheck.**

Completing the New Timesheet:

You **MUST** use **black med** ink to complete the timesheet. You **MUST NOT** use pencil; **MUST NOT** fold the timesheet; **MUST NOT** write anything on the timesheet except time worked (hours and minutes), signature and date; and **MUST NOT** make any corrections by crossing out numbers.

Signing and Dating New Timesheet:

New timesheets must be signed and dated on the **back side** by both you and your recipient. Timesheets submitted **without both signatures** will be rejected for payment. You and your recipient will have to complete another timesheet. This will create a **DELAY** in receiving your paycheck.

How to Report a Change of Address:

If you move, you **MUST immediately** complete a change of address form that you get from and return to the county IHSS Public Authority office. **DO NOT** report your new address on the new timesheet. IHSS paychecks **will not** be forwarded by the post office. If the payroll system does not have your correct address, your paycheck will be returned to the State Controller’s Office as undeliverable.

**STAY INFORMED
RECEIVE NOTICES FOR PROVIDER TRAININGS &
PUBLIC AUTHORITY NEWS**

We can notify you by email. We must have your permission to use your email address.
(Your email address will not be shared or sold)

Yes, I give permission to the Public Authority to use my email address for the purpose of notifying me of provider trainings & Public Authority news.

Print Name: _____

Signature: _____

Email: _____

HANDBOOK SIGNATURE PAGE

I, _____, certify that I have reviewed, understand, and
(Print full name)

agree with the materials in the Placer County IHSS and Registry Provider Handbook. I agree to abide by these policies and procedures in order to continue working with the IHSS program.

Signature

Date